

# Overview of Mental Health Programs

## Salisbury VA Health Care System

**KERNERSVILLE • SALISBURY • CHARLOTTE**

### **Veterans Crisis Line: (800) 273-8255 - Press 1**

**MISSION:** Nationwide phone line to assist Veterans in crisis.



### **Same Day Services**

**LOCATION:** ALL LOCATIONS

**NUMBER:** **CVC:** (704) 329-1300 x.31521

**SBY:** (704) 638-9000 x.12698

**KER:** (336) 515-5000 x.21232

**MISSION:** Assists Veterans with navigating the mental health system and provides same day services with treatment team members.

### **Behavioral Health Interdisciplinary Program (BHIP)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 329-1300 x.31384

**MISSION:** A Team approach to general outpatient mental health care. In person and video tele-conferencing services available. Teams include psychiatrists, psychologists, social workers, pharmacists, nursing and peer specialists.

### **Behavioral Health Interdisciplinary Program Team-Based Care**



### **Clinical Video Telehealth (CVT) / VA Video Connect (VVC)**

**LOCATION:** ALL LOCATIONS

**VHA Telehealth Help desk:** 866-651-3180

**NUMBER:** (704) 329-1300 x.31354

**MISSION:** CVT makes it possible for Veterans to come to one of VA locations and instantly connect with a health care professional, who may be at another location many miles away. VVC enables a Veteran to attend a mental health appointment from home using a smart phone/tablet or computer with a camera.

**Telehealth...**

*Bringing Health Care  
Closer to Home*

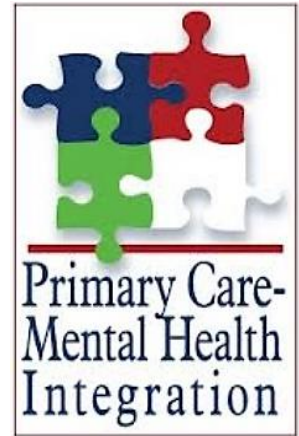


### **Primary Care/Mental Health Integration (PCMHI)**

**LOCATION:** Primary Care Clinics at ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.16033

**MISSION:** Supports primary care providers by helping to identify and treat patients who could benefit from behavioral interventions. Provides services to primary care patients in a collaborative framework with the primary care team providers and staff.



### **Substance Abuse Services (SAS)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.15501

**MISSION:** Provides treatment for substance use disorders and addictive behaviors, such as gambling. An individualized client-centered approach is used in the recovery process and includes the following treatment options: residential treatment, outpatient individual and group counseling, therapeutic participation in self-help groups, pharmacotherapy, skill building, family education, and involvement in the rehabilitation therapies, such as vocational rehabilitation, exercise, and recreation.

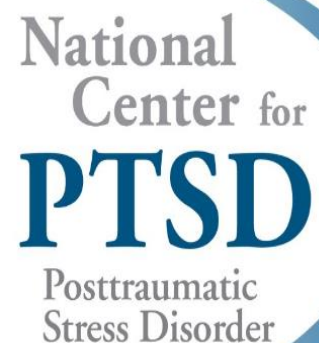


### **PTSD Clinical Team (PCT)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x. 13175

**MISSION:** Provides evidenced-based, trauma-focused outpatient care in a specialized team. Our goal is to help Veterans improve the quality and meaningfulness of Veterans' lives within their families and communities by processing traumatic experiences. By referral only.



### **PTSD Residential Rehabilitation Treatment Program**

**LOCATION:** Salisbury Campus - Building 8

**NUMBER:** (704) 638-9000 x.13175

**MISSION:** An intense six-week treatment program designed to address the needs of eligible female and male Veterans who suffer from traumatic war-zone experiences. Our goal is to help Veterans improve the quality of their lives and recover their abilities to cope with stress, relate to others, and work in the community. By referral only.

### **Intimate Partner Violence Assistance Program**

**LOCATION:** Salisbury Campus Building 3

**Coordinator NUMBER:** (704) 638-9000 x.15140

**MISSION:** Our mission is to implement a comprehensive Veteran-centric, person-centered, trauma-informed, recovery-oriented assistance program to assist Veterans, their families and caregivers, and VHA employees who experience or use intimate partner violence.



### **Psychosocial Rehabilitation and Recovery Center (PRRC)**

**LOCATION:** Salisbury Campus - Building 8

**Coordinator NUMBER:** (704) 638-9000 x.13031

**MISSION:** Assists Veterans with serious mental illness in working towards personal recovery goals by learning new coping skills, improving communication skills, and fostering community reintegration. The PRRC program offers recovery-oriented classes five days per week as well as individual Recovery Coaching. Veterans must be connected to MHICM or a BHIP team; a consult is required.



### **Peer Support Specialists**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (336) 515-5000 x.21991

**MISSION:** Veteran employees who are trained to use their lived experiences to help other Veterans identify and achieve specific life goals related to recovery. Their services can be accessed through the BHIP teams or specialized Mental Health Programs.

### **Military Sexual Trauma (MST)**

**LOCATION:** Salisbury Campus - Building 4

**NUMBER:** (704) 638-9000 x.14230

**MISSION:** Treatment for men and women who experienced sexual assault or sexual harassment while serving in the military.



### **Mental Health Intensive Case Management (MHICM)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.13155

**MISSION:** Assists Veterans with serious mental illness in gaining stability and reducing the number of psychiatric hospitalizations. By mental health referral only.

## **Compensated Work Therapy Programs (CWT)**

**LOCATION:** Salisbury Campus - Building 4

**Coordinator NUMBER:** (704) 638-9000 x.13060

**MISSION:** The Compensated Work Therapy (CWT) Program provides Vocational Rehabilitation Services to Veterans that are living with mental illness and have barriers to employment and want to secure and maintain community-based competitive employment. The CWT Program includes Transitional Work, Supported Employment and Community Based Employment Services to provide vocational support, job placement and job training, individual case management and counseling services to assist Veterans with the ability to obtain and maintain meaningful competitive employment, and a higher level of functioning.



## **Health Care for Homeless Veterans (HCHV)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.12977

**MISSION:** Provides outreach services to homeless Veterans encountered in shelters, homeless day centers, on the streets and other community locations; referral to social services and community programs for prevention and homeless needs; transitional housing programs to include long term (2 years) and short term (4 months) programs, permanent supportive housing through the HUD-VASH program using a Housing First approach. Other services provided by HCHV include psychiatry, employment and justice outreach.



## **Transition and Care Management (TCM) & Poly Trauma Support Clinical Team (PSCT)**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.15507

**MISSION:** Provide case management for Post 9/11 Veterans as well as screening and case management for Traumatic Brain Injury – consult referral only. Provides alternative pain control treatments through Tai Chi, Cognitive Behavioral Therapy for Pain, and Alert Hypnosis. Provide outreach to the community, including work clinical screenings for the reserve and guard. Host the yearly Welcome Home event for the post 9/11 Veteran and family. A yearly focus group ensures that the program is meeting the needs of Veterans.



### **Caregiver Support Program (CSP)**

**LOCATION:** Salisbury Campus - Building 4

**Coordinator NUMBER:** (704) 638-9000 x.15505

**MISSION:** Supports family members and/or friends providing care for Veterans who are disabled, chronically ill, aging, or living with the effects of war. Provides resources, tools, answers, and a listening ear.



### **Suicide Prevention Program**

**LOCATION:** ALL LOCATIONS

**Coordinator NUMBER:** (704) 638-9000 x.16436

**MISSION:** Assists clinicians in monitoring Veterans deemed to be at high risk for suicide. Provides education about suicide risk management.



### **Inpatient Psychiatry**

**LOCATION:** Salisbury Campus - Building 8

**NUMBER:** (704) 638-9000 x.13643 (acute) or x.12619 (chronic)

**MISSION:** Two separate units provide acute psychiatric stabilization and/or low complexity alcohol detoxification, as well as chronic treatment for serious mental illness, by referral from mental health/Emergency Room.

### **Cognitive Rehabilitation**

**LOCATION:** Salisbury Campus – Building 4

**POC NUMBER:** (704) 638-9000 x.13464

**MISSION:** Specialized programs for Veterans who have changes in memory and other cognitive abilities. SmartThink focuses on improving brain health, sleep, attention, memory, and problem solving. The Functional Adaptation & Cognitive Re-Training (FACT) Program is for Veterans with a history of concussion or mild brain injury. By referral only.



## **LGBT Veteran Care Coordination**

**LOCATION: ALL LOCATIONS**

**Coordinator NUMBER: (704) 597-3500 x.37119**

**MISSION:** Provide individual, couples, and group therapy for Veterans around concerns related to sexual orientation and gender identity. Assistance in navigating other related VA services as well, including helping with gender transition as allowed by VA regulations.



## **Veteran Justice Outreach**

**LOCATION: ALL LOCATIONS**

**Coordinator NUMBER:**

**(704) 597-3500 x.37819 ~ FAX (704) 597-3561 or (704) 762-5064**

**MISSION:** Aims to avoid the unnecessary criminalization of mental illness and extended incarceration among Veterans by ensuring the eligible, justice-involved Veterans have timely access to Veterans Health Administration services, as clinically indicated. Provides direct outreach, assessment, and care management for justice-involved Veterans in local courts and jails and liaison with local justice system partners.

